

TPSS Board of Representatives Meeting

Date: July 14, 2016

Time and Place: 6:30pm, TPSS Community Room

Present: Rachel Hardwick (RH), Robert Anderson (RA), Adam Frank (AF), LuLu Fulda (LF), Emily Townsend (ET), Melissa Schweisguth (MS)

Absent: David Zukerman (DZ), Patrick Brown (PB), Katie Parker (KP)

Staff present: Abdi Guled (AG), Marilyn Berger (MB)

Minutes submitted by: Solveig Mortensen (SM)

RESOLUTIONS:

- The Board approved the May 22, 2016 open session Board meeting minutes as submitted.
- The Board approved the June 5, 2016 Member-Owners' meeting minutes as amended.
- The Board accepted the Ends and Indicators GM Monitoring Review report submitted for July 2016.
- The Board accepted the June Policy Monitoring Report, L-2 Staff Treatment, as submitted.

Open Member Forum: AG shared that people seemed pleased with the June Member-Owners meeting.

GM Report: AG reported that on June 30 the Co-op had its quarterly inventory, and three auditors from Aronson attended to observe; it went smoothly with no discrepancies. AG also shared that the Co-op's Membership and Outreach Coordinator, Aaron McKeel (AM), attended the Takoma Park Youth Summit Employment Program to provide community outreach; nineteen students visited the store and were educated on the Co-op. AG stated that AM continues to be involved in a number of outreach activities.

In discussing policy L1 and the Co-op's efforts to measure customer service, AG explained that the Co-op has received positive feedback on its practice of posting both suggestions and the Co-op's responses. The Board planned for the Policy Committee to review the suggested change to policy L1 as submitted in the June and July GM report ("*the GM will create a system for soliciting and addressing customer suggestions, complaints, and product requests*") and make a recommendation to the Board.

In final, AG reported that the Co-op has promoted Wellness Buyer Jane Batt to the position of Wellness Manager.

L-2 and Ends and Indicators Report, updated: The Board inquired about the Pay It Forward program. AG explained that people use the program cards to obtain the listed products and often purchase other items while in the store. The Board discussed how the Co-op may want to eventually figure out how many cards are being redeemed and share this with the membership.

In regards to the monitoring report for Policy L-2, Board and management discussed the proposal to shift from giving annual performance reviews to giving continual performance feedback. Management explained that both staff accomplishments and corrected actions are documented when they are brought to managers. Management also described how they provide and receive continual feedback by seeking staff out and asking for suggestions. The Policy Committee will review the proposed change ("*staff shall have clear job descriptions, access to appropriate training and staff development opportunities, and have regular performance conversations with their supervisors*") suggested in the monitoring report of policy L-2.

Membership Committee: Board and management noted that people gave positive feedback about the June Member-Owners meeting and again enjoyed the venue of the Takoma Park Volunteer Fire Department. The Board spoke about modifying the question and answer format to try some of the following methods: repeating the question before answering it; writing each question down for meeting participants to view; and/or doing a question and answer session after each topic, i.e., finances, expansion, etc.

The Membership Committee made the recommendation that the Policy Committee review all of the MC policies, currently in the policy register, and integrate them into the L's policies that are also currently in the policy register.

Meeting adjourned: 7:30pm

Term 2016:

<u>Rep.</u>	<u>Dec.</u>	<u>Jan.</u>	<u>Mar.</u>	<u>April</u>	<u>May</u>	<u>July</u>
				<i>(May 1)</i>		
Anderson	*	*	*	*	*	*
Brown	*	*	*	*	*	ex
Frank	*	*	*	*	*	*
Fulda	ex	*	*	ex	*	*
Hardwick	*	*	*	*	*	*
Parker	*	ex	*	*	ex	ex
Schweisguth	*	ex	*	*	*	*
Townsend	*	*	*	*	*	*
Zuckerman	ex	ex	*	*	*	ex

(ex=excused)